

ROLE DESCRIPTION

Role Title:	Claims Manager	Role Holder:	TBC
Manager:	LICL CEO; Group Head of Claims	Base Location:	Bermuda

Purpose

To lead an efficient and effective claims service for clients, by responding to every claim notified in a proactive manner in order to return our clients to their pre-loss condition as expeditiously as possible.

Specific Responsibilities

- Oversee the accurate and timely investigation, administration, quantification, negotiation, and settlement of any potential exposures notified to Lancashire within pre-agreed authorities and service targets.
- Establish and build relationships as required with underwriters, brokers and third parties to enable coverage analysis and policy response.
- Manage paid to incurred and open claim counts. Perform case reserve reviews as required and report any claim trends identified.
- Advise Underwriters in respect of any requisite policy language evolution.
- Liaise with the Group Head of Claims in the Catastrophe response as required and ensure reporting timeframes are adhered to.
- Report to the Group Head of Claims, loss activity likely to affect the reputation or financial position of the firm.
- Assist the Group Head of Claims in producing Management Information and quarterly reporting as required.
- Engage in all systems related projects affecting the claims' function.
- Manage the completion of month-end activities associated with the system of record including the claims process.
- Maintain claims procedures and controls documentation to ensure that they are accurate and up to date.
- Seek efficiencies in all current processes and implement new processes as required.
- Maintain appropriate legislative knowledge affecting the re/insurance industry.
- Liaise with Finance and External / Internal Audit to respond to claims queries and provide reconciliations as required.
- Manage and mentor staff including conducting and documenting annual performance reviews.
- Maintain primary responsibility for all complex and contentious claims, in compliance with the tax and regulatory operating guidelines.
- Liaise with the Group Head of Claims as appropriate in relation to disputed claims and litigation to protect the Company's position and to enforce its legal rights.
- Assist the Reserving Actuary with reserving by updating the IBNR spreadsheets on a quarterly basis.
- Fully participate as a member of the Company's reserve committee, preparing the materials and the minutes of the quarterly meetings as required.
- Ad hoc duties as required to assist the claims function.

Essential Skills & Requirements

- At least 5 years' experience in a similar position within the reinsurance industry is required, experience handling Casualty claims is preferred.
- University degree in a related field and/or professional insurance qualification (ACII, AIC, CPCU) is advantageous.

- Strong understanding of insurance / reinsurance principles and markets.
- Excellent numeracy and analytical skills.
- Accuracy and attention to detail with high standards.
- Advanced IT skills including MS Excel, Word and Office skills.
- Ability to effectively communicate (written and verbal) and interact with all levels of the organisation and external stakeholders.
- Have the flexibility to meet business needs including the ability to work extended hours and weekends where required to meet business objectives.

Lancashire Values

- **L**eadership, exhibiting passion and commitment in all aspects of Lancashire life and inspiring others to do the same, we are;
- **A**spirational, aspiring to deliver a superior service for our clients, ourselves and our business partners, we are;
- **N**imble in our decisions, actions and business processes, we are;
- **C**ollaborative, valuing teamwork and a diversity of skills and experience and sharing in our success, and we are;
- **S**traightforward in conducting our business in an accountable, open, honest, and sustainable way.

Signature

I agree to the above description of my responsibilities.

Jobholder:

Date

Lancashire: Steve Yeo

Date